Supervision of Victim Advocates

Block 26

Sexual Assault Response Coordinator Training

Goals of VA Supervision

- **Preparing Self**
- **Screening Candidates**
- **Communication Process**
- **Standardized Expectations**
- **Assessment Process**
- **Recognition Program**

Prepare Self as Supervisor

- **Let Subordinates Be their Best**
- **Learn Supervisory Skills**

Screening VA Candidates

- **Written Application**
- **Candidate Interview**
- **Background Check**
- **Complete Training**

Communication

- **First Meeting**
- **Timely Communication**
- **Scheduled/Unscheduled Communication**
- **Training**

Building your Team

- **Reinforce Connectedness**
- **Communicate Context**

Benchmarks in VA Performance

- **Genuine Interactions**
- **Insight About Self and Others**
- **Easy Interpersonal Style**
- **Integrity**
- **Reliability**
- **Skill**

Realistic Expectation

- **Maturation Takes Time**
- **Facilitate Growth**

VA Assessment

- **Knowledge**
- **Service**
- **Customer Satisfaction**
- **Program Assessment by VA's**
- **Scheduled**

Approaches

- **Individual Supervision**
- **Group (peer) Supervision**
  - **Review of case without identifying data**
  - **Critical Incident Debriefing**

Keeping the Train on the Track

- **Required Minimum/Continued Training**
- **Documented Accountability**
  - **Signed Job Descriptions and Policy**
- **Regular Feedback**

Laying Down Track

- **Concrete Expectations**
  - **Timely Client Contacts**
  - **Answer Phone**
  - **Documentation Review**

Derailers

- **Burn-out**
- **Willful Violation of Policy**
- **Repeated Violations (even unintentional) of Minor Policies**
- **Inadequate Boundaries**
- **Patterns of Conflict**

Recognition

- **Active Recognition Program**
- **Annual/Monthly/Regular Intervals**
- **Feedback to VAs Supervisor/Unit**

Getting Back on Track

- **Focus is on Improved Service to Victims**
- **Document**
- **Problem & Remedy in Writing to VA**

Getting Client Feedback

- **Anonymous**
- **Survey a Way to Improve Service**
- **Participation is Voluntary**

Ethics Problems

- **Poor Boundaries With Clients**
  - **Excessive Personal Involvement with Clients**
  - **Personal, as Opposed to Token, Gifts**
  - **Rescuing**
  - **Excessive Self-Disclosure by VA**
  - **Loans or Barter**
  - **Inappropriate Touching**

Ethics Problems

- **Belief that the volunteer is uniquely qualified to work with a client**
  - **Off-duty contact with client**
  - **Failure to make appropriate referrals**
  - **Actively discouraging client to seek other avenues of support appropriate to their circumstances**

Key Topics

- **Supervision – a Blend of Personal Growth Coach and QA Monitor**
- **VA Skills Assessed/Documented Through Objective Processes**
- **Policy Supports QA Goals**
- **Mentoring, Group/Training Activities Support Group Connectedness**

QUESTIONS?

EXERCISE

Situation

- It has come to your attention that a volunteer has been to a client's house for dinner and has disclosed some details about her own rape to the client. The volunteer's disclosure was done in the context of an impassioned statement to the client about how victims need to speak out about their victimization, she was urging the client to speak at a Take Back the Night Rally.

Practical Exercise: Supervision Group Discussion

In small groups discuss:

1. Concerns?

2. Ways to frame the necessary confrontation?

3. Action, if any?

4. Positive feedback you could provide?

5. Two participants act out the scene once…